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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Docket No. 8598

Application of:

BOLAND, K. et al.

Group Art Unit: 3639

Serial No. 09/735,835

Examiner: Borissov, Igor N.

Filed: December 13, 2000

For: INTERACTION-BASED SERVICING OF BUSINESS CUSTOMERS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

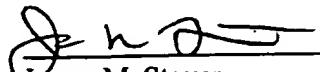
APPEAL BRIEF TRANSMITTAL LETTER

Sir:

Transmitted herewith for filing is an Appeal Brief to the Final Rejection dated May 19, 2005.

- Please charge Deposit Account No. 14 0225 for the Appeal Brief fee or any other fees associated with the filing of said Appeal Brief.
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Respectfully submitted,


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CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on 11/21/05.

By: Michelle George
Name: Michelle George

Review of the present application and claims with consideration of the foregoing comments, and reconsideration of the rejection of claims 23, 25-27, 28 and 30-32, are respectfully requested.

Respectfully submitted,



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